



Transport
Canada

Transports
Canada

TP 6980E

Issue 2/2004



feedback

Canadian Aviation Service Difficulty Reports

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hangar *noise*

A Message for Aircraft Maintenance Personnel

From time to time, issues come to our attention regarding the reporting requirements of Service Difficulties in accordance with CAR 591. One of the major challenges within Continuing Airworthiness is to ensure these reporting requirements are clear and understandable to the aviation community.

Aviation Safety is our number one commitment, and the collection of in-service defects through the SDR system is critical for Transport Canada to provide sound corrective action for safety related issues. The SDR system provides defect information to Type Certificate holders and manufacturers for the improvement of aviation products operating and manufactured in Canada and around the world. Continuing Airworthiness staff has travelled across Canada offering training and information sessions to industry and principal maintenance inspectors (PMI) clarifying these requirements for many years. Inspectors working within Continuing Airworthiness continue to offer this training, usually around the time that aligns with your regional AME symposium.

Our focus has been to clarify what defects are to be reported and how Transport Canada disseminates defect information back to industry. We have simplified the reporting guesswork by providing submitters with our SDR Logic Chart. Transport Canada is rewriting Regulation (CAR 591), Standard (AWM 591) and the advisory material to better meet our ICAO commitment. At the same time, we have provided an electronic method of defect reporting (WSDRS).

To continue with our goal of clarifying any misunderstood area of our Standard, this month in **feedback**, we would like to potentially address some issues, which seem to reappear.

continued on back cover.....

For more information or copies of **feedback** or other Civil Aviation publications, call 1 800 305-2059 or visit our Web site at www.tc.gc.ca/civilaviation/certification.

To ensure continued delivery, send any address changes to:

Transport Canada, Civil Aviation Communications Centre (AARA), Place de Ville, Ottawa, ON, K1A 0N8.

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Notice/Disclaimer:

Service Difficulty Reports (SDR) are normally published verbatim. Transport Canada assumes no responsibility for the accuracy or content of any of these reports. Only grammatical or spelling errors are corrected and content may be reduced as well as personal references deleted.

Cover Photo: Global Express courtesy of Bombardier Aerospace Ltd.

Cette publication est aussi disponible en français.

fixed wing

BEECH A100 KING AIR

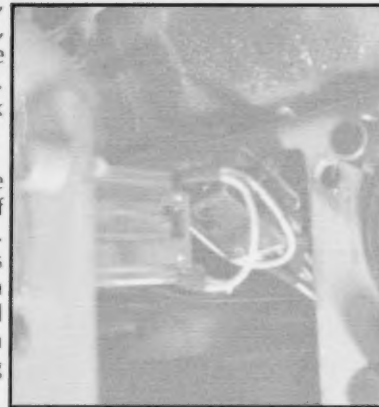
SDR # 20031008001

Firex Testing Failure



Upon completion of a Phase 2 inspection, the submitter discovered that the left, P/N 11991, and the right, P/N 11992, fire extinguisher activation failed to test. Further investigation revealed the back part of the switches had fallen off.

When pushed, the indicating part of the switch contacts the activation portion of the switch that normally fires the squib. The activation part of the switch is attached to the back of the indication portion with clasps. The clasps had failed allowing the activation part of the switch to fall off of the indication portion leaving the system fully disabled.



Time Since New (TSN): 16,822 hours

The submitter added that Raytheon recently added the fire extinguisher activation check to the Phase 2 inspection.

Fuel Bladder Patch Detached

SDR # 20030903004

The aircraft left engine shut down in flight. After extensive troubleshooting, it was determined that an internal patch on the fuel bladder, P/N 503890347, had come off and blocked the line to the nacelle tank.

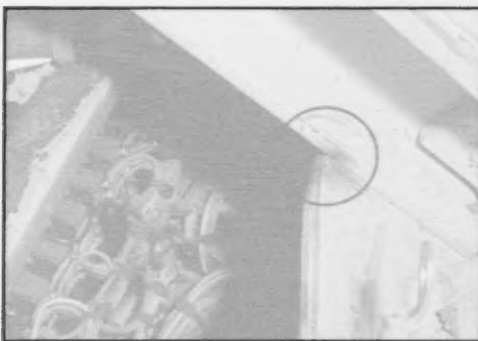
All remaining tanks were inspected, and two other tanks were discovered with internal patches. The submitter was told by the fuel cell repair facility that internal patches in fuel cells are a common practice.

A reminder to ensure that this type of repair is accomplished by a person certified and in accordance with manufacturer's instructions.

BEECH B100

SDR # 20040303004

Windshield Pillar Gusset Chafed



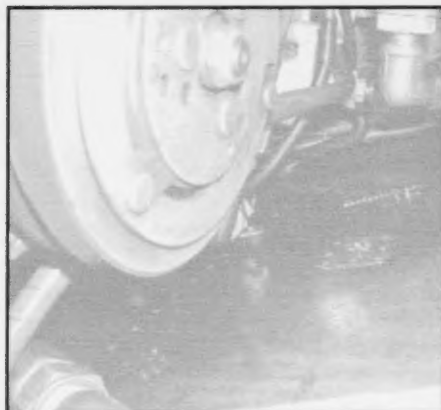
While removing a broken co-pilot windshield, chafing was discovered on the windshield frame. The interior trim that is attached to the center pillar had become unattached and had fallen down and contacted the windshield pillar gusset.

Raytheon was contacted and a repair scheme was forwarded to the submitter, allowing the aircraft to return to service.



BEECH 1900

SDR # 20040309001

Power Level Cable Severed

After landing and subsequent taxi, the right engine spooled up and did not respond to power lever movement. The engine was shut down and the aircraft completed taxi to the terminal on the left engine.

Maintenance investigated and discovered that the pulley of the vapor cycle air conditioning system had severed the power lever cable, P/N 1143890503. The cable had been routed too close to the pulley during an engine removal and reinstallation 64 hours prior to the incident.

**CESSNA 172**

SDR # 20040216006

Pilot Seat Adjustment Lock Cylinder Sheared

During the pre-flight phase, the pilot attempted to adjust the L/H seat when the seat back dropped back well beyond its normal range of adjustment. It was determined then that the seat was not in a safe condition to use and the crew made an entry in the logbook thus grounding the aircraft.

Closer examination of the seat adjusting mechanism by the maintenance personnel revealed that the aft rod attachment for the lock cylinder had sheared where the rod is secured into the end cap. The crimp remained intact whereas the shear occurred just forward of the crimp directly causing the seat adjustment mechanism to fail. A new replacement part was ordered from the manufacturer.

Research of the SDR database has found one other record with this part number. AME's are reminded to check this particular area when performing a seat inspection.

**CESSNA 208**

SDR # 20040210003

Engine Mounting Ring (Horse Collar) Cracked

During routine maintenance, the engine mount ring (horse collar) was found cracked at two of the four corners, inside the joint. Due to this being a known problem, an additional task card to check for this condition, initiated in 1999, was added to our maintenance schedule every 100 hours. As a result, we have discovered the condition on eight separate collars. The collar was replaced and the aircraft released.

feedback feedback feedback

CESSNA 441

SDR # 20040303003

Bleed Tube Failed

During flight, the crew noticed an intermittent wing overheat warning. Maintenance was contacted and the aircraft was inspected.

The inspection revealed a crack in the bleed air tube, and the tube was replaced.

There was no resulting damage from the bleed air leak

**CONVAIR 580**

SDR # 20031216004

Aileron Control System Iced-Up

During cruise flight, the crew observed that the autopilot was not following the desired aircraft heading direction. The autopilot was disconnected and the crew then discovered that they were unable to move the aircraft ailerons while using the main control yoke.

With the pilot using the aileron manual trim control; the aileron control wheel (yoke) suddenly broke free restoring full aileron control. There was no recurrence during the remainder of the flight.

Immediately after arrival, maintenance crew discovered that the aileron cables and the L/H aileron control (fuselage) pressure seal were still coated with a ¼ inch layer of ice. It was later revealed that a cabin cargo container had been loaded into the aircraft cabin with a small amount of residual snow.

During the flight, the snow on the cargo container melted and later dripped underneath the cabin floorboards and seeped into the unheated lower fuselage area. The residual water later became frozen onto the aileron cables and around the fuselage pressure seal area.

Fortunately, the cockpit crew was able to shed the accumulated ice by repetitive use of the aileron trim cables and gain full authority of the ailerons.

Transport Canada reminds all personnel to ensure that cargo containers are clean and free of contaminants prior to loading the aircraft.

DE HAVILLAND DHC 2

SDR # 20040213007

Rudder Pedal Torque Tube Corroded

The right rudder pedal torque tube had aggressive corrosion build-up on the exterior of the torque tube in the vicinity of the oil cooler.

The submitter reports this is a common problem with float-equipped aircraft operating in a salt-water environment.

DE HAVILLAND DHC 2 MKI

SDR # 20040213010

Elevator Trim Jack Screw Corroded

Minor corrosion was noted on the external surface of the trim drum (cable grooves exfoliating near the cable index pin). Upon removal of the trim drum screw assembly, the middle portion of the jack screw, P/N C2T41, was found to be severely corroded in the mid-portion of the acme thread.

This part of the screw jack is not visible during routine maintenance and requires the jack to be disassembled to verify its condition.

Transport Canada reminds maintainers to disassemble to the degree required to complete the inspection.

CORRECTION:

The article on page 3 of Issue 1/2004, "de Havilland DHC 3 Elevator Hinge Attach Point Cracked" should have read DHC 2.

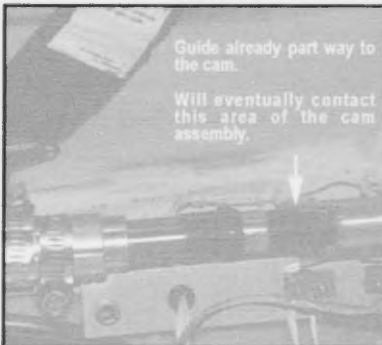
DIAMOND DA 20 C1

SDR # 20040222001

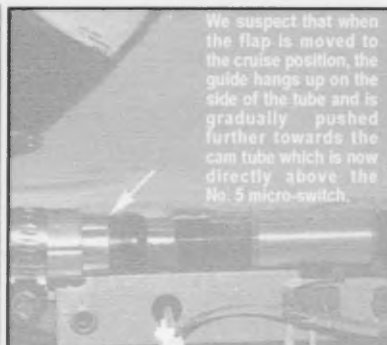
Flap Actuator Splined Seal

It was discovered that the splined rubber seal pushed out of position on flap actuator rod assembly, P/N 222750010. On this particular aircraft, it did not make contact with the flap position switches. The complete assembly was removed and sent to Diamond for inspection. A new assembly was installed.

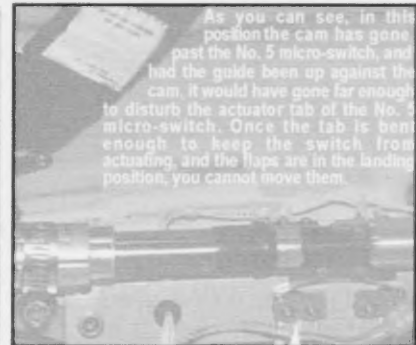
This was the fourth occurrence of this nature for this operator. The submitter added that the manufacturer suggested cleaning the area with alcohol and to re-glue the seal using Loctite 409 adhesive.



Actuator in the take-off position



Actuator in the cruise position



Actuator in the landing position

DOUGLAS DC 9

SDR #20040209010

Lavatory Leaking

Upon descent, the right throttle stuck at approximately 2 cm above the idle position. The pilot was unable to control power on the engine. Throttle control was regained at 1000 feet above ground, functioning normally for landing and taxi.

Maintenance found ice build-up on the R/H engine throttle cable system quadrant to the cross shaft. The system was cleaned and checked free for movement. The ice build-up came from water leak from right rear lavatory. The lavatory faucet was stuck open during flight and had overfilled the waste tank. Water leaked over the tank and onto the toilet floor and dripped over the engine control.

This occurrence may appear seemingly minor, the effects and consequences could have been major.

PIAGGIO P 180

SDR # 20040113008

Map Light Short-Circuited

During cruise, a cockpit ceiling-mounted map light failed and the applicable circuit breaker tripped. In subsequent troubleshooting, the roof panel was removed with discovery of the lamp terminal, P/N 2527, in contact with the airframe structure.

This anomaly caused the rubber protective boot on the terminals to wear through and ground out the electrical supply. A spacer ring under the lamp collar was installed and sufficient clearance from the fuselage was obtained. The submitter carried out a fleet inspection and discovered one other aircraft with a similar discrepancy.



The P180 Avanti completion center discovered this problem and began installing spacers on aircraft with serial number 1063 and onwards. Piaggio (Italy) was also made aware of this defect.

Transport Canada reminds maintainers inspecting or replacing these lamps to ensure adequate clearance with the fuselage.

SWEARINGEN SA226TC

SDR # 20040217002

Door Seal Deflated

The hose that supplies the cabin door seal cracked allowing the seal to deflate. In turn, this caused the cabin to depressurize while flying at 17,000 feet.

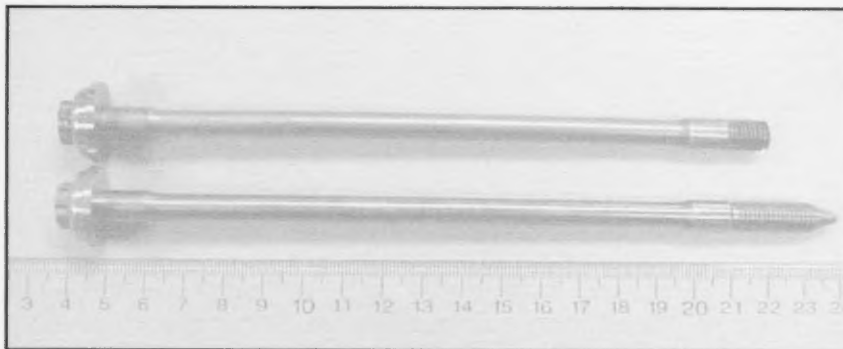
The plastic supply hose, P/N 44P14, cracked at a kink where it passes the door hinge protective flap.



rotorcraft

AEROSPATIALE AS332

SDR # 20040202015

Tie Bolt Sheared

One of the three bolts, P/N 332A32323300, attaching the engine to the main gearbox was discovered sheared during a turn around check. This bolt was sheared about midway in the threaded portion of the bolt.

The engine was removed and area inspected in accordance with maintenance procedures. The cause of the bolt damage could not be determined.

BELL 230

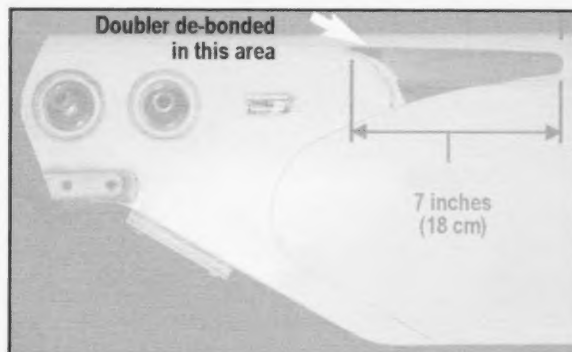
SDR # 20040217011

Tail Rotor Blade Doubler Broken Off

During routine flight on Bell model 230 aircraft, a 6-1/2-inch piece of doubler broke off from the blade, P/N 222016001131, causing vibrations.

The aircraft landed without incident.

Time Since New (TSN): 206 hours



View of the tail rotor blade where the doubler was missing

engines

PRATT & WHITNEY CANADA - PT6A-28

SDR # 20040224002

Engine Oil Contaminated

Following the first flight of the day and in preparation for landing, the pilot reduced power and observed a larger than normal decrease in engine oil pressure. Immediately prior to this flight, this engine had been disassembled at the "C flange" for an ITT turbine problem. After reassembly, engine ground tests were performed, oil levels were topped up, and the aircraft was returned to service.

Following an uneventful landing, maintenance personnel discovered a large quantity of what appeared to be carbon deposits in the engine oil filter. The engine was removed and routed to the manufacturer for further investigation.

An investigation revealed that the carbon deposits discovered in the oil filter consisted of little black stones. After questioning personnel, the funnel that was used to add the engine oil was located and had the same little black stones in the funnel. The origin of the small stones was not determined.

Lack of good housekeeping practices cost this operator extensive resources and may have jeopardized flight safety.

PRATT & WHITNEY CANADA PW 120A

SDR # 20040304008

PCU Rigging



The shop engineer was inspecting the engine when he noticed that the PCU control rod (condition), P/N 87620097-023, was contacting the P3 air pressure sensing line, P/N 3034384, before contacting the HMU stop at max setting.



This occurs when the HMU is replaced and the "T" fitting, P/N MS 9196-04, is not positioned properly and overlooked when rigging is done.

The "T" fitting was repositioned so a gap between the sense line and the control rod was sufficient for full and normal movement of the HMU control rod.

The mechanism functioned properly with no recurrence of the problem on the engine in question.

Vigilance is critical while conducting and inspecting maintenance tasks that involve rigging. Rigging not performed as per the manufacturer's maintenance instructions can have serious implications.

heads **UP**

BENDIX IO-360-A1A

SDR # 20040225006

Fuel Flow Divider Clogged

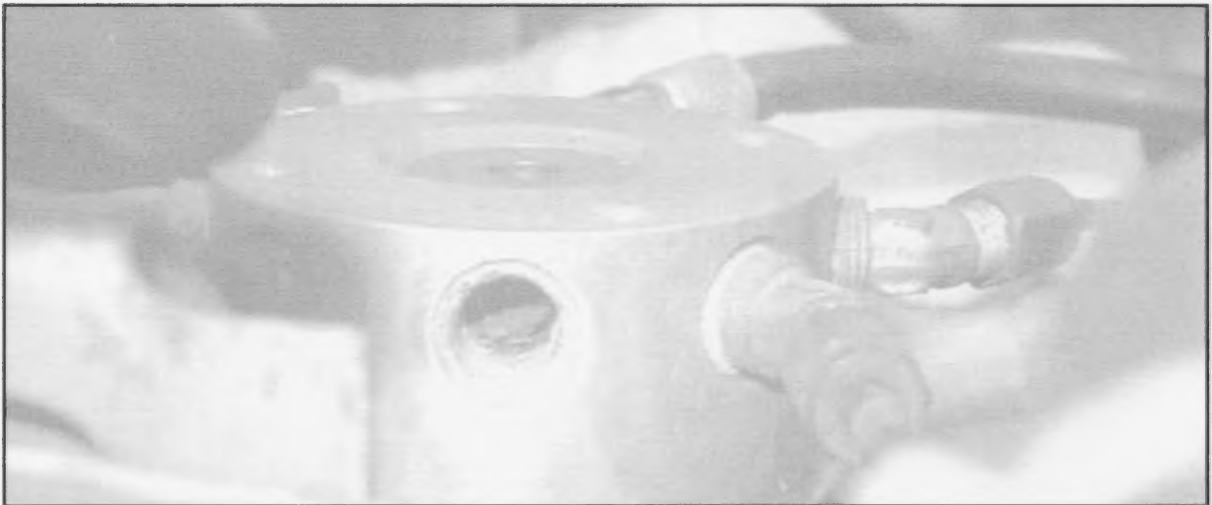
Following several years in storage and after 70 hours of flight without incident, a Beech A23 24 experienced a partial power loss. An uneventful landing was carried out at the nearest airfield.

After troubleshooting, maintenance personnel suspected the problem to be either the fuel servo and/or the fuel flow divider, P/N 25242192R. These fuel system components were sent out for repair, bench checked, declared serviceable and returned to the operator. The operator re-installed the flow divider, went flying and experienced another partial power loss.

Once again the operator routed the flow divider to the overhaul facility but when returned had the same unsuccessful results. The above process was repeated over a five (5) month period; successfully passing bench checks; but failing once installed on the aircraft when tested at full power.

The flow divider being used has six (6) ports but only four (4) ports are needed for this particular 4-cylinder engine with the other two ports being capped off. The operator discovered the source of the problem when he uncapped the two unused ports and a large amount of scattered debris fell out. This debris was partially blocking off one or more of the four fuel injector lines causing fuel supply problems to the cylinders.

It appears that the unused caps had deteriorated over several years of inactivity. When aircraft are in storage, rubber and other cork materials will degrade and may result in the contamination of fuel and/or oil systems.

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equipment **ADs**

Transport Canada (TC) endeavours to send copies of new airworthiness directives (ADs), which are applicable in Canada to the registered owners of the affected products. Equipment/appliance ADs are often only distributed to our regional offices because the owners of aircraft affected by this type of AD are not generally known.

The following new ADs on equipment have been received by TC in the last three months. AMEs and operators of the affected products are encouraged to obtain further information or a copy of the ADs from their regional TC office, their local TCC, their PMI, or from the Civil Aviation AD website at:

<http://www.tc.gc.ca/civilaviation/certification/continuing/ad.htm>

Manufacturer	Ad Number	Origin	Description
AIR CRUISERS	2004-03-01(CORR)	US	Emergency slide/raft system P/N 2774 SB 777-107-25-06 and Procedure P-12054/64 Rev. G
KIDDE	2003-26-14	US	Hand held HALON fire extinguishers P/N# 898052S/N V-432001 thru W-389653, SB 898052-26-449
LUFTHANSA TECHNIK	2003-028/2	GY	Water purifier, LBASTC NO. TA0245 Part Number 9-10001-06
LUFTHANSA TECHNIK	2003-029/2	GY	Water purifier, LBASTC NO. 21E2 TA0307 Part Number 9-10001-22
LUFTHANSA TECHNIK	2003-030/2	GY	Water purifier, LBASTC NO. 21E2 TA0501 Part Number 9-10001-22
LUFTHANSA TECHNIK	2003-031/2	GY	Water purifier, LBASTC NO. TA0585 Part Number 9-10001-22
LUFTHANSA TECHNIK	2003-032/2	GY	Water purifier, LBASTC NO. TA0352 Part Number 9-10001-22
PARACHUTES DE FRANCE	F-2004-015	FR	Temporary grounding of reserve canopies - SB 2/2003
THALES AVIONICS	F-2004-042	FR	TA/RA VSI-TCAS IND.P/N 457400-() Fitted on a/c equipped with TCAS II Change 7 computer

suspected **Unapproved PARTS**



During the previous quarter there were no Service Difficulty Reports (SDRs) received that indicated any suspected unapproved parts.

In Canada, SUPs should be reported (CAR 591.01) indicating your suspicion of an unapproved part on a regular SDR form or on the Internet at:

www.tc.gc.ca/wsdrs

FAA Unapproved PARTs Notification (UPNs)

Published by: FAA, AIR-140, P.O. Box 26460, Oklahoma City, OK 73125. UPNs are posted on the Internet at:
<http://www1.faa.gov/avr/sups/>

No. 2003-00043 issued February 2, 2004

AFFECTED PRODUCTS

Aircraft, rotorcraft, or engines maintained and approved for return to service by Sidney Melvin Evans.

PURPOSE

The purpose of this notification is to advise all aircraft owners, operators, manufacturers, maintenance organizations, and parts distributors regarding maintenance performed by Sidney Melvin Evans, located at 5870 Dove Avenue, Sarasota, FL 34241, who formerly held Federal Aviation Administration (FAA) mechanic certificate no. 264588141.

BACKGROUND

Information received during FAA investigations revealed that Sidney Evans approved aircraft and engines for return to service, contrary to the Federal Aviation Regulations, between November 1999 and March 2002.

Evidence indicated that Sidney Evans performed maintenance on aircraft and engines, including (but not necessarily limited to) Franklin engine models 6A-350-C1 and 6A-350-C2, and Hiller helicopter models UH12B and UH12C, and failed to make an entry in the applicable maintenance record that contained the completion date of the work performed. Additionally, Sidney Evans made or caused to be made fraudulent or intentionally false entries in records or reports that were required to be made, kept, or used to show compliance with a requirement under Part 43 of the Federal Aviation Regulations.

RECOMMENDATION

Regulations require that type-certificated products conform to their type design and be properly maintained using current data, required equipment, and appropriately trained personnel. Aircraft owners, operators, maintenance organizations, and parts distributors should review their aircraft records, engine records, and/or parts inventories for maintenance accomplished by Sidney Evans. The FAA has been unable to determine all aircraft or engines affected; therefore, all products approved for return to service by Sidney Evans should be considered suspect.

FURTHER INFORMATION

Further information concerning this investigation may be obtained from the FAA Flight Standards District Office (FSDO) given below. The FAA would appreciate any information concerning the discovery of the above-referenced products from any source.

This notice originated from the Portland FSDO, 1800 NE 25th Ave., Suite 15, Hillsboro, OR 97124, telephone (503) 681-5500, fax (503) 681-5555; and was published through the FAA Suspected Unapproved Parts Program Office, AVR-20, telephone (703) 668-3720, fax (703) 481-3002.

CONGRATULATIONS...

...to the following people who have won our door prize at the previous symposia!!!!

Arvid Prouty (Winnipeg)

Darryl Friesen (Calgary)

Bob Cansfield (Halifax)

FAA Special Airworthiness Bulletins (SAIBs)

An SAIB is an information tool that alerts, educates, and makes recommendations to the general aviation community. It is non-regulatory information and guidance that does not meet the criteria for an Airworthiness Directive (AD).

<http://www.faa.gov/certification/aircraft/av-info/ad/saibs.htm>

SAIB #	Manufacturer	Model	Issue Date
CE-04-60	Pilatus Aircraft Ltd.	PC-12 and PC-12/45	03/30/2004
CE-04-59	LET Aeronautical Works	L-13 Blanik glider	03/30/2004
NE-04-58	Rolls-Royce Corporation	250 series engines	03/24/2004
NE-04-57	Rolls-Royce Corporation	250 series engines	03/24/2004
NE-04-56	Rolls-Royce Corporation	250 series engines	03/24/2004
CE-04-47R1	British Aerospace Regional Aircraft (BAE Systems)	Jetstream 3101, 3201, and HP137 MK1 series	03/23/2004
NM-04-55	Embraer	EMB-135 and EMB-145 series	03/08/2004
CE-04-54	Tiger Aircraft LLC (American General)	AG-5B	02/26/2004
NE-04-53	Bombardier Inc.	CL-600-2B19 RJ Series 100 and 440	02/17/2004
CE-04-52	Pilatus Aircraft Ltd.	PC-12 and PC-12/45	02/13/2004
NE-04-51	Pratt & Whitney	JT3D, JT9D, & JTF10/TF30 series engines	02/12/2004
SW-04-50	Bell Helicopter Textron and MD Helicopters Inc.	407 helicopters 600N helicopters	02/03/2004
CE-04-49	Centrair	101 gliders	01/23/2004
CE-04-48	Cessna Aircraft Company	401, 401A, 401B, 402, 402A, 402B, 402C, 411, and 411A, and 414A	01/21/2004
CE-04-47	British Aerospace Regional Aircraft (BAE Systems)	Jetstream 3101, 3201, and HP137 MK1 series	01/16/2004
CE-04-46	British Aerospace Regional Aircraft BAE Systems)	Jetstream 200, 3101, 3201, and HP137 MK1 series aircraft	01/16/2004
NE-04-45	Woodward Governor	Propeller governors on reciprocating engines	01/16/2004
CE-02-05R1	Rotary and fixed-wing aircraft	Terminals made from SAE AISI 303 Se stainless steel	01/16/2004
NE-04-44	Pratt & Whitney	JT9D series turbofan engines	01/14/2004
NE-04-43	Turbomeca S.A.	All engines	01/14/2004
CE-04-42	APEX Aircraft (AVIONS MUDRY et CIE)	CAP 10 B	01/08/2004
CE-04-40	Schempp-Hirth Flugzeugbau GmbH	Discus 2a, Discus 2b, Discus bM, Nimbus 4DM, Nimbus-3, and Nimbus 24.5, Ventus 2a, Ventus 2b, Ventus 2cM sailplanes	01/07/2004
NM-04-41	Consolidated Vultee	Various surplus military airplanes	01/06/2004
CE-04-39	Centrair	101 gliders	01/06/2004

AME SYMPOSIA 2004 - 2005 SCHEDULE

ONTARIO - October 27 - 29

International Plaza Hotel & Conference Centre,
655 Dixon Road, Toronto ON M9W 1J4

Tel: 1-800-668-3656 or (416) 244-1711 **Fax:** (416) 244-8031

Internet: www.internationalplaza.com

NORTH WESTERN ONTARIO - November 12

Victoria Inn & Conference Centre
555, Arthur Street West, Thunder Bay, ON

Tel: 1-800-387-3331 or (807) 577-8481 **Fax:** (807) 475-8961

Internet: www.vicinn.com

QUÉBEC November 17 - 18

Hilton de l'Aéroport - Dorval
12505 Côte-de-Liesse, Montréal (Québec) H9P 1B7

Tel: 1-800-567-2411 (514) 631-2411 **Fax:** (514) 631-0192

Internet: www.hilton.com

PACIFIC January 25 - 27

Best Western Richmond Hotel & Convention Centre
7551 Westminster Highway, Richmond, BC V6X 1A3

Tel: 1-800-663-0299 or (604) 273-7878 **Fax:** (604) 278-0188

Internet: www.richmond-hotel.ca

CENTRAL March 2 - 4

Best Western Victoria Inn (Winnipeg Airport)
1808 Wellington Avenue, Winnipeg, MB R3H 0G3

Tel: 1-800-928-4067 or (204) 786-4801 **Fax:** (204) 786-1329

Internet: www.vicinn.com

WESTERN (Spring 2005)

Coast Plaza Hotel & Conference Centre
1316 - 33rd Street NE, Calgary, AB T2A 6B6

Tel: 1-800-661-1464 or (403) 248-8888 **Fax:** (403) 248-0749

Internet: www.info@calgaryplaza.com

ATLANTIC 29 - 30 April

Delta Hotel St. John's
102 -108 Kenmount Road, St. John's, NL A1B 3R2

Tel: (709) 722-9330 or 800-563-2489 **Fax:** (709) 722-9231

Internet: www.csc@cityhotels.ca



TC Web Info



Canadian Aviation Regulations (CARs)
www.tc.gc.ca/civilaviation/regserv/affairs/cars/menu.htm

Airworthiness Directives
www.tc.gc.ca/CivilAviation/certification/continuing/ad.htm

Service Difficulty Alerts
www.tc.gc.ca/CivilAviation/certification/continuing/Alert/menu.htm

Service Difficulty Advisories
www.tc.gc.ca/CivilAviation/certification/continuing/Advisory/menu.htm

Web Service Difficulty Reporting System (WSORS)
www.tc.gc.ca/wsdrs/

Airworthiness Notices
www.tc.gc.ca/civilaviation/maintenance/sarpc/ans/menu.htm

Airworthiness Manual Advisory Index
www.tc.gc.ca/CivilAviation/certification/guidance/menu.htm

Aircraft Maintenance & Manufacturing Staff Instructions (MSI)
www.tc.gc.ca/civilaviation/maintenance/sarpc/msi/menu.htm

Aircraft Maintenance and Manufacturing Policy Letters (IMPL)
www.tc.gc.ca/civilaviation/maintenance/sarpc/mpl/menu.htm

service difficulty reports



Received by Transport Canada from
1 January to 31 March 2004

MAKE/MODEL	JASC	PART NAME	PART NO.	PART CONDITION	SDR NO.	RGN	MAKE/MODEL	JASC	PART NAME	PART NO.	PART CONDITION	SDR NO.	RGN
aircraft													
AERO COMMANDER													
680	5751	WEB (SPAR)	250000281	CRACK	20040123001	PNR	C90A	5610	WINDSCREEN	10138402523	DISCOLOURED	200402220010	ONT
AEROSPATIALE							C90A	7220	LWR FWD COWL DUCT	109910029121	CRACKED	200402220009	ONT
AS 332L	6320	TIE ROD	332A32233300	SHEARED	20040202015	ATL	C90A	7510	FLEX HOSE	909100999	CRACKED	200402220008	ONT
AS 350BA	2910	PILOT VALVE		SEIZED	20040304001	ONT	100	5610	WINDSHIELD L/H	5042006937	CRACKED	20040218007	PAC
AS 350BA	2913	HYDRAULIC BELT	704A33690004	BROKEN	20040304003	QUE	100	7310	ROD END	3011587	LOOSE BEARINGS	20040224004	PAC
AS 350BA	6520	T/R GEARBOX	350A020005	MAKING METAL	20040212004	QUE	100	7603	FUEL CONTROL UNIT	252444076	UNSERVICEABLE	20040104001	PAC
AS 350BA	6730	CHECK VALVE	704A34635019	FAILED	20040304003	QUE	1900C	3230	LANDING GEAR MOTOR	571302	WONT RUN	20040203004	PAC
AS 350B1	6320	BIDIRECTIONAL CROSSBEAM	350A38101891	CRACKED	20040129008	PAC	1900C	5610	WINDSHIELD COCKPIT	1013840252	SHATTERED	20040121004	PAC
AS 350B2	2913	HYD. PUMP DRIVE	704A33690004	BROKEN	20040304003	QUE	1900D	2435	ARMATURE	23078330	FAILED	20040212002	PNR
AS 350B2	2913	POLY DRIVE V BELT	704A33690004	STRETCHED	20040304003	QUE	1900D	2435	BRUSH	M23081320	WORN	20040210008	PAC
AS 350B2	5302	SUPPORT	350A3310334451	CRACKED	20040301005	PNR	1900D	3260	DOWNLOCK SWITCH	1003810061		20040225016	PAC
AS 350B2	6220	STARFLEX	350A31190703	CRACK	20040211011	PAC	1900D	3397	PASSENGER LIGHTING			20040119002	ONT
AS 350B2	6730	SERVO COMMANDER	AC67246	UNSERVICEABLE	20040315012	PNR	1900D	5210	VENT BLOWER	11438002811	BURNT	20040112004	ONT
AS 350B3	2510	SECURITY BELT	EQMFG200002901		20040310002	ONT	1900D	5210	BRACKET	1295140791	CRACKED	20040122004	ONT
AS 350D	7323	OVERSPEED LIMITER	43012354	FAILED	20040315006	PNR	1900D	5210	HANDLE ASSEMBLY	10151417617	FAILED	20040202011	ATL
AS 350D	7720	LINK	406100807	BROKEN	20040315007	PNR	200	3230	LANDING GEAR GEARBOX			20040308007	ONT
AS 355F1	6220	DROOP RING	350A37122823		20040324004	ONT	200	3230	WIRE CONNECTOR SCREW			20040303005	PNR
AS 355F1	6720	BELLCRANK	350A30320004	SCRAP	20040324003	ONT	200	3240	BRAKE PAD RIVETS			20040224003	ONT
AIRBUS							99	5210	DOOR CHARNEL	50430043619	CRACKED	2 SDRs	PNR
A310 304	5347	SEAT TRACK ADAPTOR	STCSA9750		20040203015	ONT	200	7722	BUS BAR	3031566	UNSERVICEABLE	20040114004	ONT
A310 308	2750	SMVCH	132002280	BROKEN	20040302008	QUE	3NM	2730	BELLCRANK ASSY	187504	CRACKED	20040324011	PAC
A310 308	7830	ROD END	32728023	SHEARED	2 SDRs	QUE	95B55	7602	CABLE	5038901027	BROKEN	20040304007	PNR
A319 114	2540	WATER HEATER	24E507009G03	FAILED	20040119003	QUE	99	3230	MICRO SWITCH	404EN16	DIRT CONTAMINATED	20040220003	PNR
A320 211	0000	NULL/UNKNOWN			2 SDRs	QUE	99	3416	ALTIMETER (ENCODER)	24829412	FAILED	20040220002	PNR
A320 211	3232	NLG DOOR UNLOCK	D3221401700062		20040126004	QUE	208B	2497	CABLE ASSEMBLY	208075559005	BURNT	20040217009	ONT
A320 211	5270	DOOR WARNING SYSTEM			20040116001	QUE	208B	2822	FUEL BOOST PUMPS	2C271	DESTROYED	20040302006	ONT
A320 232	2597	JUNCTION BOX	RD4V400111	BURNT	20040223001	ONT	208B	3210	R/H SKID TUBE	208060246102	CORRODED	20040217007	ONT
A321 211	3246	NOSE WHEEL ASSY	32200022		20040121005	QUE	208B	6320	BEARING	208040030101	SPALLED	20040203014	PNR
A330 342	2565	EVACUATION SLIDE		PIN HOLE	20040326005	QUE	208B	6420	GREASE FITTING	AN5161A	BLOCKED	20040318004	ONT
A330 343	3510	ASSY OXYGEN CYLINDER	89151114		20040128002	QUE	208L	2810	SIGHT GLASS	208288017	CRACKED	20040206002	ONT
A330 343	5610	WINDSHIELD	NP1752321		20040126002	QUE	208L 1	5313	LONGERON	208031314123	CRACKED	20040310004	PNR
A340 313	2530	SENSOR	5757117701600		20040225017	QUE	208L 1	6210	M/R BLADE	208015001107	SCORED	20040217010	ONT
A340 313	3230	LANDING GEAR RETRACTOR	210T037Y01		20040113001	QUE	230	6410	TAIL ROTOR BLADE	222016001131	DAMAGED	20040217011	NCR
A340 313	3230	SAFETY VALVE	D31AAB4431		20040113005	QUE	407	5510	DOUBLER	407023801123	DEBONDED	20040331001	QUE
BAE - UK							427	7250	3RD STAGE TURBINE	6898663	FAILED	2 SDRs	QUE
BAE 146 200	2497	WIRING HARNESS	WIRE161	CHAFED	20040123006	ATL	BELL TEXTRON - USA						
BAE 146 200	2913	HYDRAULIC PUMP		LEAKING	20040109006	ATL	204B	7321	PUMP ASSEMBLY	85634	WORN	20040209012	PNR
BAE 146 200	5330	FWD FUSELAGE SKID		CRACKED	20040315009	ATL	212	5412	BULKHEAD CAP		CRACKED	20040130009	PAC
3112	2435	STARTER GENERATOR	23079005		2 SDRs	PNR	212	6230	OUTER RING	204011403001	CRACKED	20040318002	ONT
3112	3241	FRAME	69596		20040304011	PNR	212	6510	OUTER COUPLING	2120406883	CORRODED	20040318003	ONT
3112	5210	CABIN WINDOW ASSY	137978C5	CRACKED	20040105003	PNR	212	6700	BOLT	AN17415	SHEARED	20040113006	PAC
3112	5620				20040121002	PNR	BELLANCA						
BAE - USA							8KCB#	5610	TUBE	71470209L	BROKEN	20040323003	PNR
BAE 125 800A	3230	CABLE ASSEMBLY	D172890	BINDING	20040202016	QUE	8KCB#	5610	GREENHOUSE WINDOW	71286	SHATTERED	20040106004	ONT
BEECH							BOEING						
A100	2100	VENT BLOWER	903840311	SEIZED	20040209001	ONT	727 171C	5510	LOWER BEAM	6524189	WORN OUT	20040120009	QUE
A100	5611	RIB	115620010325	CRACKED	20040329002	ONT	727 171C	5510	RIB HINGE	65174392	CRACKED	20040120008	QUE
A100	5610	R/H WINDSHIELD	9031002P	CRACKED	20040203010	PNR	727 22C	2812	FIRE DETECTION			20040109004	PNR
B100	3230	CIRCUIT BREAKER	POLM60	TRIPPED	20040323007	PAC	727 22C	2782	LE FLAP ACTUATOR	269002916	THREADS FAILED	20040325002	PNR
B100	3280	DOWN SWITCH	1CH25	FROZEN	20040204012	QUE	727 22S	2350	SELECTOR PANEL-AUDIO	G2412	INTERNAL FAILURE	20040329001	ONT
B100	5520	SPLINE, TRAILING	115610010125	CRACKED	20040317004	PNR	727 22S	2421	CONSTANT SPEED DRIVE	700842A	INTERNAL FAILURE	20040319006	ONT
B100	5600	PILLAR GUSSET			20040303004	PNR	727 22S	2750	CABLE ASSY	696670833	FRAYED/BROKEN	20040217008	ONT
B200	5520	STOP BRACKET			20040129007	PNR	727 22S	3210	L/G ACCESSORY UNIT	656021132	FAULTY	20040312004	ONT
B200	5610	WINDSHIELD	1015241099	CRACKED & BENT	20040325001	ATL	727 22S	3260	L/G PROXIMITY SWITCH	189915		20040209003	ONT
B200	7160	INLET VANE HINGE	1019100209	SHATTERED	20040126002	PNR	727 227	5210	CRANK-ROLLERCAM	693741810	BROKEN	20040322002	PAC
B200	8000	FINGERS		WORN	20040324002	PNR	727 233	3250	STEERING COLLAR	65727628	WORN	20040315010	ONT
B200C	5610	R/H WINDSHIELD	10138402518	SHATTERED	20040203006	PAC	727 243	8011	START VALVE	97807021		20040315002	PAC
B300	2571	FLANGE ASSEMBLY	1012011613	CRACKED	20040129007	PNR	727 25C	5755	SUPPORT HINGE FITTING	65662362	CRACKED	20040113007	PNR
B300	2621	SQUIB	130835	INCORRECT WIRING	20040316001	PAC	727 260	3242	TIRE ASSEMBLY	28045611		20040112003	ONT
B300	5330	SKIN	1304300515	NEW	20040316001	PAC	727 260	5610	WINDOW ASSY SLIDER	57176249		20040209002	ONT
B300	5610	L/H WINDSCREEN	10138402521	SHATTERED	20040127010	PAC	737 2H4	4800	EGT HARNESS	3045961	BURNT CONNECTORS	20040310001	PNR
C90A	2720	RUDER BOOST SOLENOID	7173WAY	STICKING	20040115006	PNR	737 272C	3220	N.L.G. INNER CYLINDER	65462154	CRACKED	20040224005	PNR
C90A	2623	SHUT-OFF VALVE	1013840253	FAILED CLOSED	20040315008	ONT	737 272C	3417	AIR DIASIC COMPUTER	98810202	INTERMITTENT	20040102002	PNR
C90A	3020	AIR INTAKE ANTI DE-ICE	1099100491	CRACKED	20040319002	PNR	737 201	5610	EYE BROW WINDOW	56100165	SVC	20040223002	PAC
C90A	5400	FWD SPAR CHANNEL	5012000886	CRACKED	20040202012	ATL	737 76N	1200	APU	38007021		20040115003	PNR
C90A	5610	L/H WINDSHIELD	10138402524	CRACKED	3 SDRs	ONT	737 76N	2742	STAB TRIM MOTOR	63559000103	JAMMED	20040309004	PNR
							737 433	5620	CABIN WINDOW	5652251733	CRACKED	20040330002	QUE
							757 258	2297	CONTACT (PIN)	BACC47D1D1J2	POOR CRIMP	20040114005	PNR
							757 28A	2897	WIRE	W5200100718	CHAFED	20040316006	ONT

MAKE/MODEL	JASC	PART NAME	PART NO.	PART CONDITION	SDR NO.	RGN	MAKE/MODEL	JASC	PART NAME	PART NO.	PART CONDITION	SDR NO.	RGN
767 28A	3242	BRAKE			20404030005	PAC	CL800 2C10(RJ)	7200	ENGINE			20040205004	NCR
767 209	2824	ACTUATOR	MA20A10011		20404113002	QUE	CL800 2C10(RJ)	7300	FADEC/FUEL MGMT UNIT			20040208002	NCR
767 233	1200	SERVICING			20402020210	QUE	CESSNA						
767 233	2520	ECONOMY CHAIR	25606801	HINGE BROKEN	2040322008	QUE	A185E	2700	CABLE	0510105325	FRAYED	20040105007	PNR
767 233	2900	HYD LINE	272T3100351		2040203012	QUE	1737G	2750	FLAP CABLE	14601008	FRAYED	2 SDRs	PAC
767 233	3320	READING LIGHTS	RDX		20404127021	QUE	T32K	2820	FUEL LINE ASSEMBLY	05001183	CHAFED	2040220006	ATL
767 370	3230	NG GEAR LOCK ACTUATOR	273T41202		20404127011	QUE	172M	3340	LDS LINE MOUNT	R055201913	CRACKED	2 SDRs	PNR
767 330	5610	R/H WINDSHIELD	141T480150	SHATTERED	2 SDRs	QUE	172M	5200	DOORPOST	051300735	CRACKED	20040212001	PNR
767 375	2710	R/H LOCKOUT ACTUATOR	550030017	FAILED	2040225012	QUE	172M	7120	ENGINE MOUNT	05510171	CRACKED	20040310006	QUE
767 375	2997	ACMP FEEDER WIRE	W2900088	WIRE CHAFED	20404122005	QUE	172N	7800	RH AFT EXHAUST	R17540071	CRACKED	20040301006	PNR
BOMBARDIER							172N	2510	CIGAR LIGHTER	05130391	SHORTED	20040315004	ATL
BC 700 1A10	8010	TO ENGINE RUN SWITCH			20404216008	QUE	180C	2710	AILERON CABLE	05142132	SHEARED	20040216006	ONT
CL800 2D24	2740	SWITCH DISCONNECT SWITCH	9980023	DIRTY	2040128006	QUE	180U	3242	BRAKE PIVOT SHAFT	04117782	FRAYED	2 SDRs	ONT
CL800 2D24	7100	ENGINE			2040318009	NCR	182Q	3426	MAGNETO	103483504	WORN	20040116006	PAC
BRITTEN NORMAN							206	2720	CLEVIS BOLT	AN2311	WORN	20040228001	PAC
BN2A 27	2800	FUEL SYSTEM		FAILED	2040225009	ATL	208B	2731	TRIM ACTUATOR	26616151	FAILED	20040216003	ATL
BN2B 27	3242	BRAKE DISC	16402201	CRACKED	2040317002	QUE	208B	3040	RELAY	KRP3DH24	BURNT	20040217003	ONT
CANADAIR							208B	5230	DOOR HINGE	26012053	TORN	20040210005	PNR
CL215 6B11(CL415)	2510	BELT	5023384272251		20040116002	QUE	208B	5730	RIGHT STRUT	265102215	CRACKED	20040202008	ONT
CL215 6B11(CL415)	2700	BEARING	MS1410412	DISPLACED	2 SDRs	QUE	208B	7120	MOUNT RING	JES	BROKEN	2 SDRs	ONT
CL800 1A11(600)	4900	PLENUM ASSY	3846068	FRACTURED	2040322008	QUE	310L	3280	SWITCH ACTUATOR	14601007008	FRAYED	20040311001	ONT
CL800 1A11(600)	7300	ENGINE			2040316005	QUE	337A	2750	FLAP CABLE	ASC6FF10555A	CRACKED	2 SDRs	PAC
CL800 1A11(600)	7320	FLOAT VALVE	G20102		2040228004	ONT	337G	2434	FRONT HOUSING	5042013497A	CRACKED	20040230009	PNR
CL800 1A11(600)	8300	IDG			2040226003	ONT	421A	3230	NOSE GEAR FORK	519400113	CRACKED	20040105004	PNR
CL800 2A12(601)	2910	HYDRAULIC LINE	6007512317	PIERCED	2040315005	QUE	421B	5210	HINGE	511151512	SEIZED/CORRODED	20040230008	PNR
CL800 2A12(601)	5210	MAIN DOOR			2040204007	QUE	441	2133	BMSG PRESSURE SWITCH	47081	UNSERVICABLE	20040220007	PNR
CL800 2A12(601)	7830	ACTUATOR FITTING	22850808119	BROKEN	2040312001	QUE	441	3010	BLEED AIR TUBE	571531025	CRACKED ON WELD	20040303003	PNR
CL800 2B19(601 3A)	7600	FUEL CONTROL UNIT	6047T774P11		2040123010	QUE	550	2820	FUEL LINE	652635537	CHAFING WEAR	20040319005	PAC
CL800 2B19(604)	4500	DISPLAY CONTROL	8220179013	ERRON FAULT OTPPT	2040316002	QUE	550	3234	LANDING GEAR CONTROL	MS243313	OVERHEATED	20040316003	PNR
CL800 2B19(604)	7110	CORECOW SUPPORT STRUT	A33721	NOT SECURED	2040123002	QUE	550	3280	LDS LIGHT SAFETY			20040106007	ONT
CL800 2B19(RJ)	1220	API OIL LEVEL		OVERSERVICED	2040306002	NCR	560XL	2812	ANTI-SHOCK FILTER BOLT HEAD	F199122813	CRACKED	20040322001	QUE
CL800 2B19(RJ)	2100	PRESSURE REGULATOR	VA32156221		2040127009	QUE	560XL	7322	FUEL LINE ATTENUATOR/CTRL UNIT	6233174200	REPLACED	2 SDRs	ONT
CL800 2B19(RJ)	2140	DUCT	601R850681	DETACHED	2040306001	NCR	650	2720	TORQUE TUBE	67602601		20040213002	QUE
CL800 2B19(RJ)	2400	ELECTRICAL POWER			2040127008	QUE	750	2760	ROLL SPOILER MIX			20040323006	ONT
CL800 2B19(RJ)	2400	WIRE	BMS1360T01C03G0		2040108003	QUE	CIRRUS	8530	BUSHING	538684	PIECE BROKEN OFF	20040315014	ONT
CL800 2B19(RJ)	2433	SS TR1(RELAY)	MS179782	FAILED	2040108003	QUE	SR20						
CL800 2B19(RJ)	2613	OVERHEAT DETECTION			2040106008	QUE	CONVAIR - CAN						
CL800 2B19(RJ)	2613	RH LOWER WHEEL	B601R3103914	MISSING	2040127016	QUE	340	5230	CARGO DOOR			20040325005	PAC
CL800 2B19(RJ)	2700	P.C.U.	270007		2040210002	NCR	340	5240	DOOR HOOK			20040305001	PAC
CL800 2B19(RJ)	2710	AILERON CONTROL			2040116003	QUE	340	7330	WIRE HARNESS	JG7039C2C33	CHAFED	20040209009	PAC
CL800 2B19(RJ)	2720	RUDDER TRIM SWITCH	272813		2040106011	NCR	DASSAULT						
CL800 2B19(RJ)	2750	FLAP ELECTRONIC	601R830507		2040109001	QUE	FALCON 20	3260	SWITCH, SQUAT	A23802105	FROZEN	20040105008	PNR
CL800 2B19(RJ)	2812	HYD. PUMP	848847	CONTAMINATED	2040322004	QUE	FALCON 50	2730	ELEVATOR CONTROL	F508273517	SCRAP	20040113003	NCR
CL800 2B19(RJ)	3230	LANDING GEAR RETRACTOR			2040210004	QUE	DEHAVILLAND - CAN						
CL800 2B19(RJ)	3234	DOOR SELECTOR	VA750006000		2040126001	QUE	DHC 2 MKI	2720	R/H TORQUE TUBE	C2CF209	CORRODED	20040213007	PAC
CL800 2B19(RJ)	3250	NOSE WHEEL STEERING			2040127007	QUE	DHC 2 MKI	2731	ELEVATOR TRIM	JAC2T41	CORRODED	20040213010	PAC
CL800 2B19(RJ)	3425	RAW DIASC FAILURE		CARD CAGE DIRTY	2040308006	NCR	DHC 2 MKI	5521	U/H&R/H ELEV FWD	C3TE37ND	CRACKED	20040225007	PAC
CL800 2B19(RJ)	4630	AUXILIARY POWER		LEAKING	2040208003	NCR	DHC 2 MKI	5552	BEARING HOUSING	C2TP11	CRACKED	20040213009	PAC
CL800 2B19(RJ)	5210	STRIKER GUIDE	RO600314703		2040109003	QUE	DHC 3	1000	SEAT PIN	C2TP1A	WORN	20040213008	PAC
CL800 2B19(RJ)	5270	DOOR WARNING SYSTEM			2 SDRs	QUE	DHC 3	2701	CONTROL ARM ASSY	C3CF183	UNAPPROVED	20040309005	PNR
CL800 2B19(RJ)	5297	MICRO PROXIMITY SWITCH	840534		2 SDRs	VAR	DHC 3	2750	FLAP CONTROL ARM	C3CF1709	CRACKED	20040219005	PAC
CL800 2B19(RJ)	5610	LH SIDE WINDOW	NP1393225		2040321003	NCR	DHC 3	8000	STARTER GEN GRND WIRE	2007583	CRACKED	20040127003	PNR
CL800 2B19(RJ)	5610	PILOT WINDSHIELD		CRACKED	2040102003	NCR	DHC 6	0000	SWITCH	6807P953	FAILED	20040203007	PAC
CL800 2B19(RJ)	5610	RIGHT WINDSHIELD	NP13932110	CRACKED	2040215001	NCR	DHC 6 300	2400	ELECTRICAL POWER SYS		OUT OF TOLERANCE	20040209008	ONT
CL800 2B19(RJ)	5610	SIDE WINDOW			2040225003	NCR	DHC 7 102	2310	AMPLIFIER COUPLER	064101700	FAILED	20040226001	QUE
CL800 2B19(RJ)	5610	WINDOW			2040205003	NCR	DHC 8 100	3244	TIRE - DUNLOP	DSC475	BURNT	20040316007	ONT
CL800 2B19(RJ)	5610	WINDSHIELD		CRACKED	3 SDRs	NCR	DHC 8 102	2422	DRIVER TRANSISTOR	046503	SHORTED	20040304002	NCR
CL800 2B19(RJ)	7110	ACOUSTIC LINER		DAMAGED	2040129002	QUE	DHC 8 102	2422	LOAD EQUALIZING	116250	WORN	20040203017	ATL
CL800 2B19(RJ)	7321	FUEL CONTROL UNIT	4147T70P02	NORMAL	2040304005	NCR	DHC 8 102	2422	RESISTOR	054021	FAILED	20040130002	ATL
CL800 2B19(RJ)	7322	THROTTLE CONTROL	601-2100140-007		2040211001	NCR	DHC 8 102	2435	GCU	51539008D	UNAPPROVED	20040105001	ATL
CL800 2B19(RJ)	7800	THROTTLE CONTROL		BINDING	2040336003	ATL	DHC 8 102	2750	RELAY	M390166105L	FAILED	20040316009	ATL
CL800 2B19(RJ)	7830	THRUST REVERSE		UNLOCKED	2040318007	QUE	DHC 8 102	2900	HYDRAULIC LINE	82970009387	PIN HOLE	20040331002	ATL
CL800 2B19(RJ)	7897	POWER DRIVE UNIT	MPN1267587		2040213004	QUE	DHC 8 102	2910	TRANSDUCER	APT 7510004000SG	LEAKING	20040216004	ATL
CL800 2C10(RJ)	2700	POWER CONTROL UNIT		DEFECTIVE	2040208001	NCR	DHC 8 102	2910	TUBE ASSEMBLY	82970009121	LEAKING	20040113009	ATL
CL800 2C10(RJ)	3010	ANTI-ICE LEAK COGG	670800121	UNAUTHORIZED PART	2040324010	NCR	DHC 8 102	3242	BRAKE DISC	214664		20040128007	PNR
CL800 2C10(RJ)	3300	FLOOD LIGHT ASSY	2LA006913		5 SDRs	NCR	DHC 8 102	3260	LANDING GEAR POST	NP1579029	CRACKS	20040305002	QUE
CL800 2C10(RJ)	3340	COCKPIT LIGHTING			2040225002	NCR	DHC 8 102	5610	WINDOW ASSY, SIDE	85720014005	DELAMINATED	20040109007	ONT
CL800 2C10(RJ)	3441	BREAKER			2040225001	NCR	DHC 8 102	5730	LEADING EDGE	85720014005	UNSERVICABLE	20040316008	ATL
CL800 2C10(RJ)	3810	DRAIN MAST	4E32844	SHORT CIRCUITED	2040302007	NCR	DHC 8 103	5755	ROLLSPRING MOUNTING BRACKET	85711503001		20040305005	ATL
CL800 2C10(RJ)	5101	FADEC			2040306003	NCR		3230	SOLENOID VALVE	54C546349		20040115001	NCR
CL800 2C10(RJ)	5210	COCKPIT ESCAPE	HCC670380011	UNLOCKED	2040225010	NCR							
CL800 2C10(RJ)	5247	CLAMP BRACKET	70821271	LOOSE	2040225008	NCR							
CL800 2C10(RJ)	5610	COCKPIT SIDE WIN		SHATTERED	2040211002	NCR							
CL800 2C10(RJ)	5610	RH I STRAP			2040321001	NCR							

MAKE/MODEL	JASC	PART NAME	PART NO.	PART CONDITION	SDR NO.	RGN	MAKE/MODEL	JASC	PART NAME	PART NO.	PART CONDITION	SDR NO.	RGN
DHC 8 300	2900	PRESS MANIFOLD INLET UNION	AN81510D	FRACTURED	20040126003	NCR	PC 12 45	3197	WRING		CHAFED	2 SDRs	ONT
DHC 8 300	3230	NLG ALT RELEASE CABLE		BROKEN	20040105006	NCR	PC 12 45	3230	MICRO SWITCH		FAILED	2 SDRs	VAR
DHC 8 300	4900	START GENERATOR	223088002B	BURNT	20040209007	NCR	PC 12 45	3260	WIRE	G21A24	BROKEN WIRE	20040209011	ONT
DHC 8 300	6197	WIRES		CHAFED	20040330001	NCR	PC 12 45	3340	NAV LIGHT ASSEMBLY	0320713406	GOOD	20040311007	ONT
DHC 8 301	2150	HEAT EXCHANGER	7768832	CRACKED	20040301004	ATL	PC 12 45	5210	PIN LOCK COM	SP5521012219	MISSING	20040204009	QUE
DHC 8 301	2900	HYDRAULIC PRESSURE DSC34C1		RUPTURED	20040116005	ATL	PC 12 45	7120	VIBRATION ISOLATOR	001269004	WRONG BUSH SIZE	20040331006	ONT
DHC 8 301	2900	TUBE #RT SPOLLER (UNLOADED)	82950010161	PIN HOLES	20040329005	ATL	PC 12 45	7412	IGNITION UNIT	103815504C		20040123009	ONT
DHC 8 301	5610	WINDOW	NP15780213	FAILED	200403010010	ATL	PC 12 45	7714	EIS DISPLAY	ABOVE	FAILURE	20040205006	ONT
DHC 8 311	3310	COCKPIT OVERHEAD	82510189S103	FAILED	20040308009	ATL	PC 12 45	8300	DRIVE SHAFT	5243212137	SHEARED	20040301003	PNR
DHC 8 311	3310	DIMMER - RHEOSTART	VANVYSD502A	BURNT	20040305004	ATL							
DHC 8 314	5610	L/H COCKPIT SIDE	17180003	PARTIAL SEPARATION	20040130005	ONT	PA12	7414	OIL SEAL/SEALING	10400654	WORN OUT	20040113010	PAC
DHC 8 400	2720	RUDDER TRIM SWITCH	682015	INTERNAL FAULT	20040127001	NCR	PA28R 200	3220	N/G TRUNNION	67054003	CRACKED	20040130008	PNR
DHC 8 400	2740	PITCH CONTROL UNIT	697073001A		20040204008	NCR	PA31	2731	ELEVATOR TRIM	JA4420000	POOR LUBRICATION	20040308010	PAC
DHC 8 400	2750	POWER UNIT	C1486561		20040112002	NCR	PA31	3213	AXLE	4041304	BROKEN	20040219006	PAC
DHC 8 400	2780	PRESSURE CONTROL			20040323004	NCR	PA31	3230	DOWNLOCK PIVOT	BAN546	CORRODED	20040123008	PAC
DHC 8 400	2900	HYD BALANCE RELIEF VALVE	9752565		20040204004	NCR	PA31	3230	MAIN LDG DOWNLOCK	4195200	WEAK	20040106005	ATL
DHC 8 400	2913	ENGINE DRIVEN PUMP	6617302	SEIZED	20040204002	NCR	PA31	3230	POWER PACK	WTC345	FAILED	20040310009	QUE
DHC 8 400	3020	ENGINE AIR INTAKE	4100S02801	BURNT	20040126003	NCR	PA31 350	2216	TRIM SERVO	40002928511	JAMMED/NOISY	2 SDRs	PNR
DHC 8 400	3230	NOSE WHEEL CENTER			20040114009	NCR	PA31 350	2400	CIRCUIT BREAKER	W23X1A1G20	BURNT	20040301001	ONT
DHC 8 400	3230	RH M/LG DOWNLOCK	464505		20040114010	NCR	PA31 350	2820	FUEL PRESS. FLEX HOSE	465299	PIN HOLE	20040127018	ATL
DHC 8 400	3250	STEERING MANIFOLD	481505		20040305003	NCR	PA31 350	2913	HYDRAULIC PUMP	1213H4BG310A	BROKEN	2 SDRs	PNR
DHC 8 400	3297	HARNES	471515		2 SDRs	NCR	PA31 350	3230	ARM, MAIN GEAR	R4204200	BROKEN	20040112005	PNR
DHC 8 400	3417	ADC	C17053AC03		20040130001	NCR	PA31 350	3230	TUBE ASSY, BRACKET		BENT, WORN	20040129008	ATL
DHC 8 400	5210	GOOSENECK ASSY	85217051101	CRACKED	20040324006	NCR	PA31 350	3244	TUBE	0623440	FAILED	20040211003	PNR
DHC 8 400	5297	AIRSTAIR DOOR WIRING		CHAFED / BURNT	20040122006	NCR	PA31 350	3246	TUBE	650X10600X6	FLAT	20040315003	PNR
DHC 8 400	5610	COCKPIT RH WINDSHIELD	80260008		20040112001	NCR	PA31 350	3620	PNEUMATIC PUMP	441CC7	DRIVE SHAFT SHEARED	20040330006	PNR
DHC 8 400	5610	LH FRONT WINDSHIELD	80260005		20040204001	NCR	PA31 350	3700	DRY AIR PUMP	AA441CC7	BROKEN	20040106003	PNR
DHC 8 400	5610	RH WINDSHIELD	80260006		20040204003	NCR	PA31 350	5540	RUDDER TORQUE TUBE	4004009	UNSERVICEABLE	2 SDRs	PNR
DIAMOND - CAN							PA31 350	6120	PROP GOVERNOR	C2489410	BROKEN	20040209004	PNR
DA 20 A1	5610	CANOPY SPRING	2056000902	HOOKS BROKEN OFF	20040108005	ONT	PA34 200	3246	MAIN WHEEL ASSY.	4090A	CRACKED	20040326007	ATL
DA 20 C1	2750	SPLINED SEAL	NOT IDENTIFIED	LOOSE	4 SDRs	QUE	PA44 180	3220	BOLT	NAS464P427	SHEARED	20040331003	ATL
DOUGLAS							PA46 310P	0000	ENGINE MOUNT	8401002	CRACKED	20040326006	ATL
DC9 83	1200	NLG PROXIMITY	SE833703	FAILED	20040202002	QUE	ROBINSON						
DC9 83	1200	OLEO			20040311009	QUE	R44	2410	ALTERNATOR FAN	W902241	BROKEN	20040220004	QUE
DC9 83	1200	SERVICING			2 SDRs	QUE	R44	6322	FAN HUB	C1861	GALLING	20040120002	QUE
DC9 83	2110	VALVE	38271411	FAULTY	20040202004	QUE	R44	6410	TAIL ROTOR HUB	D0821		20040114008	PNR
DC9 83	2130	PILOT PRES. REG.	38245431	FAILED	20040202005	QUE	R44	7800	HEAT SHIELD	D3181	DEPARTED	20040217006	PNR
DC9 83	2540	REAR LAVATORY		LEAKING	20040209010	QUE	SCHWEIZER						
DC9 83	2752	FLAP ACTUATOR	56370525001	LEAKING	20040202007	QUE	289C 1	6310	NUT ASSEMBLY	269A54021	LOOSE	20040127017	PNR
DC9 83	2910	LINE	7936607615		20040311004	QUE	SIKORSKY						
DC9 83	5610	CENTRE WINDSHIELD	5887275505	CRACKED	20040318005	QUE	S61L	6320	REAR COVER	61352095012	SCRAP	20040309002	PAC
DC9 83	7300	PYLON BELL CRANK		LUBRICATED	20040202003	QUE	S61N	6210	SPAR	6117020201067	CRACKED	20040213006	PAC
EUROCOPTER DEUT							S61N	6320	INTERMEDIATE GEARBOX	S613566300002		20040117001	PAC
BK117	2915	VALVE BODY MANIFOLD	10546641	CORRODED	20040223003	ONT	SWEARINGEN						
BK117 B 1D	6230	SWASH PLATE	11741904		20040130006	PNR	SA228TC	2140	HEAT EXCHANGER ASSY			20040227002	PNR
BO105 SCDN BS 4	3000	LEVER	23053191	CRACKED	20040127002	ONT	SA228TC	2710	CONTROL CHAIN	2771026001	WORN/SEIZED	20040203003	PNR
BO105 SCDN BS 4	3300	DIMMING MODULE	3640126	CORRODED	20040114001	QUE	SA228TC	3610	BULK SUPPLY HOSE	44P14	CRACKED	20040217002	PAC
BO105 SCDN BS 4	6410	TAIL ROTOR BLADE	10531980	PAINT PEELING	20040226002	PAC	SA227AC	3260	NOSE GEAR	OAS545115	GOOD	20040203002	ONT
HUGHES							SA227AC	7714	ENGINE	TPE33111U		20040323005	ONT
369D	2435	STARTER-GENERATOR	150SG117Q	BURNT	20040302003	PNR	SA227AC	7720	L/H ENGINE			20040322003	ONT
369D	5301	CABLE	143232	FRAYED	2 SDRs	PNR	SA227AC	8012	ENGINE			20040211010	ONT
369D	6310	DRIVESHAFT MR	369F55101	U/S	20040211004	PAC	engines						
369D	6320	ABOVE	369D25100505	UNSERVICEABLE	20040209005	PAC	ALLISON						
369D	6520	HOUSING	369D25401	UNSERVICEABLE	20040127022	PAC	T63-A720	8320	AIR/OIL SEPARATOR	23038229	SHEARED	20040311008	QUE
LEARJET							250	7230	LEVER	2522125		20040324005	PAC
31A	2497	ELECTRIC PLUG	P109A20	FAILED	20040208006	PAC	250-C30P	7280	OIL TRANSFER TUBE	6896451	CRACKED	20040311003	QUE
35	2752	FLAP ACTUATOR	66000863		20040121003	PAC	501-D13	0000	ENGINE DRIVE COM	2062301		20040330003	QUE
35	3233	O-RING	MS28775328		20040324001	QUE	501-D13D	7210	ALTERNATOR DRIVE	6858647	STRIPPED SPLINES	20040113011	ONT
35	3260	DOWN & LOCK SWITCH	1EN18	DEFECTIVE	20040203001	QUE	501-D22A	7210	REDUCT. GEARBOX	6850209	METAL CONTAM.	20040315001	ONT
35A	2434	QAD CLAMP	66082017	U-S	20040227001	QUE	AVCO LYCOMING						
35A	3260	TRUNNION SWITCH	404EN16	FAILED	20040119001	QUE	IO-320-A1E	6122	PROP GOVERNOR	210385	RUPTURED	20040339004	ATL
60	7830	HCU	282D0007505	FAILED	20040224001	QUE	IO-360-A1A	6110	CRANKSHAFT OIL	SLW13792	DISLODGED	20040203001	PAC
MORAVAN							IO-360-L2A	7322	FLOW DIVIDER	25242192R	FAILED	20040225006	PAC
Z242L	2731	AFT CONTROL CABLE	Z4244120000	FRAYED	20040319001	ONT	IO-360-L2A	8011	STARTER DRIVE	PM2401H	JAMMED	20040205005	ONT
Z242L	3250	SPRING	Z4242170001	BROKEN	20040126007	ONT	IO-360-L2A	8500	FUE INJECTOR	RSAD5AD1	GOOD	20040106001	ONT
PIAGGIO							LIO-360-C1E8	7414	DISTRIBUTOR GEAR	10400405	BROKEN	2 SDRs	QUE
P180 AVANTI	3246	WHEEL OUTER HALF	300677		20040112003	ONT	O-320-E2D	8520	CONNECTING ROD	78030	EXTREME WEAR	20040216005	QUE
P180 AVANTI	3310	LAMP	2527		20040113008	PNR	Feedback						
PILATUS - SW							Issue 2/2004						
PC 12 45	2140	WIRE		WORN/FAILED	20040208005	ONT							
PC 12 45	2435	STARTER/GENERATOR		GOOD	3 SDRs	VAR							
PC 12 45	2822	FUEL BOOST PUMP	9668411404	CRACKED	20040311005	ONT							
PC 12 45	2923	HYDRAULIC PUMP	9603001153	CRACKED	20040323002	PNR							
PC 12 45	3110	CAWS DISPLAY	9728132012	FAILED	20040206004	ONT							

MAKE/MODEL	JASC	PART NAME	PART NO.	PART CONDITION	SDR NO.	RGN
O-320-E2D	8530	EXHAUST VALVE		FAILED	20040127012	PNR
O-360-E1A6D	8520	CAMSHAFT/LIFTERS		WORN	20040310005	ONT
O-360-E1A6D	8520	HYDRAULIC LIFTER	LW16812	SPALLED	20040311010	ONT
O-360-E1A6D	8530	RING	TOP	CRACKED	20040220001	ATL
O-540-F1B5	8520	CONNECTING ROD	BLW13521	DAMAGED	20040217005	PNR
TIO-540-A2C	7314	EDFP DRIVE ADAPT	69159	BROKEN	20040325003	PAC
TIO-540-A2C	8530	CRANKCASE		CRACKED	20040319004	QUE
TIO-540-J2BD	2435	STARTER BENDIX		FAILED	20040310003	PNR
TIO-540-J2BD	7414	MAGNETO	1068291013	METAL CONTAMINATED	20040128005	PNR
TIO-540-J2BD	8530	CONNECTING ROD		CRACKED	20040312002	ATL
TIO-540-J2BD	8530	CYLINDER	LW12966	LOW COMPRESSOR WORK	3 SDRs	VAR
TS511B	7230	COMPRESSOR ASSY		FAILED	20040301002	PNR
TS513B	7322	SHAFTS - SPLINE	S91620	WORN	20040203011	PNR
TS517A	7300	FUEL CONTROL	117024093	FAILED	20040204006	QUE
TS517B	7322	FUEL PUMP		FAILED	20040127014	PNR
TS517B	7322	PUMP ASSEMBLY	85634	WORN	20040128006	PNR
BOMBARDIER ROTAX						
912 A3	7810	EXHAUST STACK	2078000107	BROKEN	3 SDRs	ONT
912 S3	8500	MUFFLER	973670	BROKEN	20040203013	PNR
CFM INTERNATIONAL						
CFM56-5A1	7200	ENGINE (TURBINE/			20040219002	QUE
CFM56-5C4	7830	THRUST REVERSER			20040218005	QUE
GARRETT						
TFE731-2-2B	7220	BLADE-FAN ROTOR	3072163	USED	20040303001	QUE
TPE731-5BR	2621	ENGINE	TFE7315BR	WRONG HOOKUP	20040219004	ATL
TPE731-10UA	7210	TURBINE ENGINE			20040226006	PNR
TPE331-10UA	7240	PLENUM	310166812	CRACKED	20040115002	PNR
TPE331-10UGR-516H	7240	COMBUSTION CASE	31016687	CRACKED	20040217013	PNR
GENERAL ELECTRIC						
CF34-3A1	7200	ENGINE			20040119004	QUE
CF34-3B1	8300	POWER PLANT		MAKING METAL	20040106002	ATL
CF6-80C-2B6F	7200	ENGINE (TURBINE/			20040120005	QUE
CF700-2D-2	7200	DRAIN BOX ASSEMBLY	MY20515108003	ERODED	20040105005	PNR
CT75A2	7334	FUEL DIFF PRESSURE	8346	LEAKING	20040210006	QUE
PRATT & WHITNEY-CAN						
PT6A-112	7250	ENGINE		FAILED	2 SDRs	ATL
PT6A-114A	7230	SEGMENT RETAINING	3020159	COLLAPSED	3 SDRs	PNR
PT6A-27	7810	ENGINE		FAILED	20040317003	ATL
PT6A-27	7921	OIL COOLER	853877	CRACKED	20040211006	ONT
PT6A-28	1220	ENGINE	PT6A28	CONTAMINATED	20040224002	QUE
PT6A-50	7230	COMPRESSOR BLADE		SEPARATED	20040302002	ONT
PT6A-65B	7312	OIL TO FUEL HEAT	10685	CRACKED	20040107005	ATL
PT6A-65B	7803	POWER LEVER CABLE	1143890503	SEVERED	20040309001	PAC
PT6A-67B	7230	3040933	34B818	CRACKED	20040311008	QUE
PT6A-67D	7712	VALVE, TORQUE	MET3012347	ERRODED	20040315011	ONT
PT6T-3	6320	TUBE ASSEMBLY	3023724	CRACKED	20040203005	PAC
PT6T-3	7210	BEARING	3021467	DISINTEGRATED	20040301007	PAC
PT6T-3	7250	VANE RING ASSY	3032151	BURNT	20040301801	ONT
PW120A	6120	P3 SENSE LINE	3034384	N/A	20040304008	ATL
PW121	0000	ENGINE		FAILED	20040330004	NCR
PW123	7230	IMPELLER BLADE		BENT	20040326002	ATL
PW123D	7220	RETAINING PLUG	C3036723	MISSING	20040216007	QUE
PW305A	2435	PLUG			20040303002	QUE
PW305A	7230	ROTOR1		AIRFOIL FRACTURE	20040116004	ONT
PRATT & WHITNEY-USA						
JT8D-15A	7200	ENGINE			20040219003	ONT
JT8D-15A	7711	TRANSMITTER-EPR	10607371	INTERNAL FAILURE	20040121001	ONT
JT8D-15A	8300	ACCESSORY GEAR BOX			20040104002	ONT
JT8D-17	7830	THRUST REVERSER			20040115007	PNR
JT8D-219	7250	ENGINE		FAILED	20040204011	QUE
JT8D-219	7711	EPR TRANSMITTER	LC80E1	FAILED	20040220005	QUE
JT8D-219	7830	BALL JOINT	M6335421	WORN	20040107001	QUE
JT8D-9A	7230	STATOR	758378	FAILED STATOR BL	20040127009	PAC
JT8D-9A	7711	NIL/UNKNOWN			20040128004	ATL
R-1830-92	7322	CARBURETOR	PD1244	NEW O/H	20040227003	PNR
R-1830-92	8500	ENGINE (RECIPROCATING)			20040112004	NCR
R-985-AN-14B	8530	CYLINDER HEAD		CRACKED	20040115004	PAC
TELEDYNE CONTINENTAL						
C-85-12F	8530	CYLINDER	C8512F	MIS-ALIGNED	20040312003	PNR
IO-240-B	8500	ENG DRIVEN FUEL	6533512	FAILED	20040127013	PNR
IO-360-C	7414	BREAK POINTS	E510382585	BROKEN	20040106007	ONT
IO-520-F	8530	CYLINDER	631397	HEAD SEPARATION	20040322007	PNR
IO-550-N	8550	OIL COOLER	654585	CRACKED	20040107008	ONT
O-470-R	0000	GENERATOR	1101912R	DAMAGED	20040329003	ONT

MAKE/MODEL	JASC	PART NAME	PART NO.	PART CONDITION	SDR NO.	RGN
TURBOMECA						
ARRIEL 1B	6320	OIL PUMP DRIVE	P350A32392301	BROKEN	20040223004	QUE
ARRIEL 1D1	7230	COMPRESSOR COVER	0292152880	TAB BRIDGE CRACKED	20040108004	QUE

propellers

DOWTY AEROSPACE						
R408/6-123-F	6120	PITCH CONTROL UNIT	697073001A		2 SDRs	NCR
HAMILTON STANDARD						
14SF-23	6114	BLADE SEAL	73030SOCN817388		20040302001	NCR
43E60-581	6114	BEVELED THRUST	W62590	GALLED	20040120004	PNR
54H60-117	6114	SEAL	69494R124	DISLODGED	20040304009	ONT
HARTZELL						
HC-E3TN-3D	6114	BEARING RACE	A1851T	CRACKED	20040108010	ONT
HC-E3TN-3D	6114	BLADE CLAMP	C130195	CRACKED	20040108008	ONT
HC-E3YR-2ATF	6123	PROPELLER FEATHER			20040108006	PNR
HC-E4A-3D	6114	CYLINDER	D1657	DEFECTIVE	20040122001	ONT
HC-E4A-3D	6114	FEATHERING SPRING	C6760	CRACKED	20040122007	ONT
MCCAULEY						
D3A34C403	6111	BLADE		SCORED	20040210007	PNR
1A102/CCM6948	6110	BOLT	A251352	SHEARED	20040310008	PAC
1B90/CM7445	6114	PROPELLER		CORRODED	20040326001	ONT

equipment

AMERI-KING C						
AK450	2560	ELT		FAILED	20040107002	QUE
ARTEX AIRCRAFT						
1104	2562	ELT EXTERNAL	ANT110324	BROKEN OFF	20040213011	PAC
BELL HELICOPTERS						
206EIII	2140	BLEED AIR HEATER	M5861X4A	BEARING FAILED	20040225013	ONT
DORNE & MARG						
61	2562	G SWITCH		FAILED	20040115005	PAC
HAMILTON STANDARD						
4B2P8	6122			CORRODED/CRACKED	20040123005	NCR
JANITROL AER						
B4050	2140	FAN	27D48	FATIGUE CRACKED	20040206003	PNR
LUCAS A AERO						
23078019	2435	BRUSH	M230881320	WORN	20040120007	PAC
UNKNOWN						
C3UF677	3246	LUG		CRACKED	20040127005	PAC
LJ2	2560	BATTERY		LEAKING	20040310007	ATL
56B17C	7933	SENSOR OIL TEMP	56B17C	FAILED	20040218002	QUE
WALTER KIDDE						
4739961	2600	DISCHARGE OUTLET	3473641	CONTAMINATED	20040129004	ATL
WOODWARD GOV						
210625T	6122	SOLENOID/PICK UP	13101053612033	NO LOCKWIRE	20040316010	PNR
210625T	6122	UNFEATHERING ADA	46200161310105	UNLOCKED	20040316011	PNR
8210304	6122	BODY	4030035	INCORRECT REPAIR	20040123007	PNR

LEGEND

JASC	Joint Aircraft System Code number defining assembly/system/component				
SDR NO.	TCA assigned SDR control number - please quote in any correspondence or inquiries				
RGN	TCA region of SDR submitter:				
	PAC = Pacific,		PNR =	Prairie Northern,	
	ONT = Ontario,		QUE =	Quebec,	
	ATL = Atlantic,		NCR =	Ottawa (HQ),	
	VAR = more than one Region				

hangar *noise*

A Message for Aircraft Maintenance Personnel

(continued from inside cover)

One of these issues is the number of SDRs required for the corresponding reportable defect. Let's look at this example:

Example:

Operator "A" has a fleet of Cessna 172 aircraft and prior to flight, the pilot's seat back lock has failed on one of their aircraft. The aircraft returns to the hangar and Operator "A" submits an SDR for the defect on this aircraft. A week later, another Cessna 172 aircraft suffers the identical failure.

Question:

Is another SDR required for the second failure or, because the identical defect was reported on the first aircraft in the operator's fleet, the second SDR is not required?

Answer:

AWM 591.01 Reporting Requirements.

For each occurrence of a service difficulty, a Service Difficulty Report (SDR) shall be submitted...on a "one SDR form per event" basis.

The second and subsequent failure is reportable, even if this occurs on the same aircraft. In most cases, data drives our actions and although one SDR may generate mandatory corrective action, it usually takes more.

Another area of concern is the existence of OEM service information that addresses an in-service defect.

Utilizing the above example, let us assume the manufacturer has issued a service bulletin, which introduces a modified seat back lock, which essentially prevents this type of occurrence. The service bulletin in itself is recommended and not mandated by an Airworthiness Directive.

Question:

If a manufacturer has produced a recommended design change to address a defect, must a SDR be filed to report the failure of the pre mod seat lock?

Answer:

Yes, any reportable defect, not addressed by mandatory corrective action (AD), needs to be reported. The identification of such defects could lead to further investigation and mandate the recommended design change.

The message here is: Without the information on all reportable defects, how can Transport Canada substantiate or identify the need for corrective action?

Aside from the reporting requirements of CAR 591, from a safety and "Due Diligence" standpoint, the reporting of in-service defects is everyone's responsibility.

Do Your Part!

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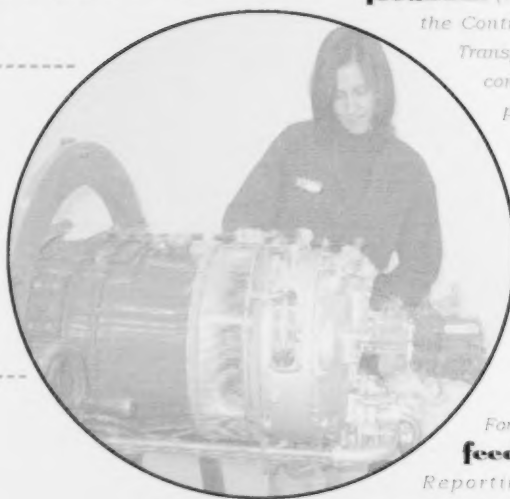
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The articles contained in **feedback** are derived from Service Difficulty Reports (SDRs) submitted by Aircraft Maintenance Engineers (AMEs), owners, operators and other sources.

For additional information concerning **feedback** or the Service Difficulty Reporting Program, contact your nearest Transport Canada Centre.

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